

May 11, 2016

Attention Suzuki Dealers:

Re: Front Brake Master Cylinder Safety Recall Campaign 2A31 thru 2A36

Suzuki Motor of America, Inc. (SMAI) has contracted with Stericycle to perform an initiative that involves contacting certain GSX-R motorcycle owners. The goal of this project is to increase Suzuki's recall completion rate of Safety Recall Campaigns 2A31 through 2A36.

Stericycle is tasked with contacting GSX-R owners and will assist them with making service appointments at Suzuki Dealer locations for the completion of this important Safety Recall. This Campaign replaces the front brake master cylinder and its associated parts in accordance with Technical Service Bulletin ***GS/GSX/GSX-R No. 228 Safety Recall Campaign – Front Brake Master Cylinder Campaign 2A31, 2A32, 2A33, 2A24, 2A35, 2A36.***

On behalf of Suzuki, Stericycle will employ a multi-channel communication approach that includes outbound calls, e-mail, and direct mail. Stericycle will reference a Suzuki Recall Resolution Team with the phone number 1-844-597-6530.

Please be aware of this communication with our customers. Suzuki Motor of America would appreciate your assistance with service appointments, repair part ordering and vehicle repairs when Stericycle and Suzuki GSX-R owners call.

Thank you for your support.

Motorcycle Division
Suzuki Motor of America, Inc.